

ITS Definitions

Effective September 1, 2003

The Client & Education Services Definitions have been revised to align sexual assault data collection with the revised funding formula. You will notice each client service is designated as either face-to-face or telephone service. Previously, services could be recorded as delivered by telephone simply by choosing the “by telephone” box during data entry. This practice is now **only** valid for the services called **Crisis Intervention** and **Sexual Assault Hotline Call**. No other services should be indicated as delivered “by telephone.” Only three services are considered telephone services: 1) *Sexual Assault Hotline Call*, 2) *Crisis Intervention (by telephone)*, and 3) *Hotline Calls & Other Services – Hotline calls from or about victims of sexual abuse*. All other services shall be face-to-face services only. Further explanation is available below and in the individual definitions.

Telephone Services –All services provided in one telephone call that can be tied to a client are to be **recorded as one service**, as either 1) a *Sexual Assault Hotline Call* if it is an incoming call from or about a client, 2) *Crisis Intervention (by telephone)* if it is an outgoing call from or about a client, or 3) *Hotline Calls & Other Services – Hotline calls from or about victims of sexual abuse* if it is an incoming phone call without enough information given by the caller to open an ITS intake and create a client record. If multiple services are provided in one telephone call, those services should be recorded only as **one service** as described above. This is clarified in the Sexual Assault Hotline Call and Crisis Intervention (by telephone) definitions.

Face-to-Face Services - Face-to-face services provided to a client should be **recorded as individual services**. If multiple services are provided in one meeting, each service should be recorded in the client’s ITS file.

Recording Services – For the purpose of OAG funding, all services will be counted as **UNITS**. Though you can still record the services by time spent, the queries used to collect data for funding purposes will only recognize that the service was provided, not how long it took to provide the service.

Client Services

Emergency Transportation – face-to-face - is arranging and/or providing transportation for a survivor of sexual assault in response to an unplanned or crisis situation to or from locations such as medical facilities, shelters, or police stations.

Other Transportation – face-to-face - is arranging and/or providing transportation for a survivor of sexual assault for planned activities to one or more destinations in a single trip.

Counseling Services – face-to-face - is the use of therapeutic methods of treatment and/or one-on-one peer support delivered by trained staff or volunteers.

Support Groups – face-to-face - are groups related to sexual assault led by trained staff, volunteers or peer facilitators covering educational material or issues brought up by the group. Support groups may be gender, population and/or age specific. Support groups may be open-ended or closed, time specific or on-going.

Child Recreation or Social Groups – face-to-face - are structured arts and crafts activities and/or non-counseling, informal activities provided by a trained staff person or volunteer. This service may include childcare when provided while the child's parent is receiving a sexual assault service.

Information & Referral Community Service – face-to-face - is information provided about: 1) sexual assault services; 2) sexual assault related topics; and/or 3) referral(s) to community resources.

Medical Accompaniment – face-to-face - is support provided by a trained staff person or volunteer to a survivor of sexual assault who is receiving services related to a sexual assault at a medical facility.

Law Enforcement Accompaniment – face-to-face - is support provided by a trained staff person or volunteer to a survivor of sexual assault while that survivor is interfacing with a law enforcement agency.

Criminal Justice Accompaniment – face-to-face - is support provided by a trained staff person or volunteer to a survivor of sexual assault while that survivor is interfacing with the criminal justice system.

Court/Witness Preparation – face-to-face - is assistance provided by a trained staff person or volunteer to a survivor of sexual assault in preparation for criminal and/or civil court hearings related to the sexual assault.

Assistance with Crime Victims' Compensation Forms – face-to-face - is assistance provided by a trained staff person or volunteer to a survivor of sexual assault explaining Crime Victim's Compensation and/or providing and completing the appropriate form(s).

Assistance with Crime Victims' Impact Forms – face-to-face - is assistance provided by a trained staff person or volunteer to a survivor of sexual assault explaining the Crime Victim Impact Statement and/or assisting them in completing the appropriate form(s).

Educational Services – face-to-face - is classroom work and other activities facilitated by a trained staff person or volunteer furthering the education and/or enhancing the daily living skills of a survivor of sexual assault.

Lodging – face-to-face - is arranging and/or providing lodging for a survivor of sexual assault.

Therapeutic Groups – face-to-face - are groups facilitated by a trained and licensed professional (staff or volunteers) and includes therapeutic/counseling and/or psycho-educational content for survivors of sexual assault. Therapeutic groups may be gender, population and age specific. Therapeutic groups may be open-ended or closed, time specific or on-going.

Crisis Intervention – face-to-face - is assistance provided by a trained staff person or volunteer to a survivor of sexual assault to reduce stress and provide immediate, short-term support to reduce the impact of the crisis, increase client functionality and facilitate immediate empowerment in meeting her/his physical, medical, legal and/or psychological needs.

Crisis Intervention (by telephone) – telephone service** - is an outgoing telephone call from a trained staff person or volunteer that can be tied to a sexual assault client. Activities on the outgoing telephone call must correspond to at least one of the OAG contracted face-to-face services. For example, providing law enforcement advocacy by calling the investigating law enforcement officer to follow up would be similar to *Law Enforcement Accompaniment*. Calls related to scheduling appointments or other similar administrative activities do not qualify as *Crisis Intervention (by telephone)*. If more than one service activity is provided by phone, it should be recorded as **one Crisis Intervention (by telephone) service**.

****Check the “by telephone” box under the how provided**

Sexual Assault Hotline Call – telephone service - is an incoming telephone call to a trained staff person, volunteer or OAG-approved contracted service that can be tied to a sexual assault client. Activities on the incoming telephone call must correspond to at least one of the OAG contracted face-to-face services. For example, providing *Assistance with Crime Victim’s Compensation Forms* and *Information and Referral Community Service* would make the incoming telephone call **one Sexual Assault Hotline Call**. Calls related to scheduling appointments or other similar administrative activities do not qualify as a *Sexual Assault Hotline Call*.

Hotline Calls and Other Services

Hotline calls from or about victims of sexual abuse – telephone service - is an incoming telephone call from or about survivors of sexual assault without enough information given by the caller to open an ITS intake and create a client record.

Education Services

Community Education – face-to-face - is an age and culturally appropriate presentation about sexual assault delivered by trained staff or volunteers to the community. Community education presentations are designed to inform general audiences.

Structured Education – face-to-face - is a curriculum delivered by trained staff or volunteers to provide age and culturally appropriate presentations about sexual assault to groups of students in grades kindergarten through twelve and post-secondary/college. These presentations are delivered in the context of a system that serves this student population. These systems include, but are not exclusive to: 1) school systems; 2) social and service organizations; and 3) religious organizations. Curriculum-based presentations made to adults working with the indicated population may also be counted as structured education.

Professional Education – face-to-face - training about sexual assault provided by trained staff or volunteers designed to impact the skills of professionals interacting with victims/survivors. These professional groups may include but are not limited to: 1) law enforcement; 2) medical professionals; 3) the judiciary; 4) district attorneys; 5) clergy; and 6) teachers.